

The Honorable Michael K. Powell  
Chairman  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

Dear Chairman Powell:

My name is Jason Schuster and I am the CEO and vice-president of Endless Journey Internet, in Gladwin, Michigan. We began business in 1996 and presently have 4,500 customers, most of whom live and work in Gladwin and the surrounding areas but we also do a fair amount of web hosting for customers throughout the nation, and have some overseas customers as well.

We offer many services that our local phone company, Ameritech, does not. Services like free Internet training classes and free computer repair at our offices. We also helped our local library get online, even before and without the e-rate, and we continue to host their website.

When we opened for business we started, as many ISPs did, with a stack of ordinary dial-up modems and a fistful of phone lines from Ameritech. Of course getting phone lines from Ameritech was always a problem, and we frequently lost customers when our modem lines became busy because Ameritech was late delivering phone lines we had ordered well in advance.

Nowadays we have moved on from ordinary phone lines to digital PRI's (Primary Rate ISDN), and the second a CLEC comes to town, we will move all of the business we could over to that company instead. Since then the price has gone down, but more importantly, service has improved.

Unfortunately, I can't say the same about DSL. The CLEC we work with has chosen not to enter the DSL business, and the expansion of some of the

Sincerely,

Jason Schuster  
1277 E. Cedar Avenue  
Gladwin, MI 48624